Systems Support Specialist II

Job Code 00007281

General Description
Responsible for providing technical support to the faculty and staff of assigned department.

Examples of Duties
Troubleshoot and repair hardware and software.
Hire, train, evaluate, and schedule student workers.
Install and upgrade network cards, software, and equipment.
Provide technical back-up in the design, development, testing, and implementation of PC based applications.
Develop a plan for purchasing specifications.
Train users on equipment and software.
Assist in developing custom applications.
Assist in maintaining web server and other automation issues.
Maintain inventory of hardware, software, and licensing information.
Perform preventative maintenance against virus problems on computers.
May construct, execute, and maintain departmental or divisional web site(s).
Perform other duties as assigned.

Knowledge, Skills, and Abilities
Knowledge of: hardware and software used by department; word processing, DBMS, and spreadsheets on micro and/or main frame; analytical and logic thought process; analysis tools; interview techniques; purchasing procedures; programming to write applications; basic math.

Skill in: effectively directing the work of others and motivating output; working as a team member; prioritizing workload; problem solving.

Ability to: understand and explain complex technical manuals, written instructions, and policies and procedures; troubleshoot; build and maintain a database; to work under pressure; negotiate; prepare clear and concise reports, training materials, and forms; prioritize workload; to troubleshoot technical problems.

Educational Experience
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

Other Requirements